



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Medical Doctors, Nurse Practitioners, Professional Midwives, Health Departments, Rural Health Clinics, Federally Qualified Health Centers, Laboratories, Pharmacies, Outpatient Clinics, and Managed Care Organizations Participating in the Virginia Medical Assistance Program

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 9/19/2011

SUBJECT: Changes to Plan First, Virginia's Family Planning Services Program
— **Effective October 1, 2011**

The Department of Medical Assistance Services (DMAS) administers the Medicaid family planning program, **Plan First**. The purpose of Plan First is to prevent unintended pregnancies through coverage of family planning services for eligible men and women. Health Care Reform authorized states the opportunity to add the Medicaid Family Planning Service option to the state plan covered services. The 2011 Appropriations Act authorized Virginia to request a state plan amendment to transition Plan First from a family planning waiver program to a state plan option. The purpose of this memo is to alert providers to the changes to Plan First.

Effective October 1, 2011 the following changes will be made to the Plan First program:

- Eligibility income levels will be expanded to match the highest income level for the pregnant women coverage group under FAMIS MOMS which is 200% of the federal poverty level.
- Eligibility for retroactive coverage of Plan First benefits for up to three months prior to the date the application was filed.
- Individuals with other insurance coverage can be enrolled in Plan First for family planning benefits; however Medicaid remains the payer of last resort.
- Individuals enrolled in Plan First will receive transportation to family planning services, only if needed. Transportation is coordinated through the DMAS contractor: LogistiCare. To request a trip, members or their representative must contact the LogistiCare Call Center in Norton, VA at toll free 866-386-8331.

Note: Members of Plan First will continue to be excluded from enrollment in a managed care organization. Also, individuals who have had a hysterectomy or sterilization procedure will not be prohibited from enrolling in Plan First. Even though sterilizations are a covered service through Plan

First, most individuals who have had a sterilization procedure will no longer need to access family planning services. However, Plan First will cover back-up contraception and follow up visits until the member can confirm with their provider the sterilization procedure was a success.

Provider Trainings

Plan First provider webinar trainings will be held in September 2011. Please log in to dmas.webex.com to register for the Plan First webinars. Note that DMAS will have separate webinar trainings for the private provider community and health department staff.

This information will be updated in the Plan First Provider Manual. DMAS suggests that providers check the DMAS Website at least quarterly for updates. More information about Plan First may be found at www.planfirst.org.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.